



STATE OF TENNESSEE
RFP # 331.00-010
AMENDMENT # Two (2)

January 5, 2007

THE SUBJECT RFP IS HEREBY AMENDED AS FOLLOWS.

A. The following RFP Schedule of Events updates or confirms scheduled RFP dates.

EVENT	TIME	DATE	UPDATED / CONFIRMED
1. State files form 470 with the FCC		November 22, 2006	CONFIRMED
2. State Issues RFP		December 7, 2006	CONFIRMED
3. Disability Accommodation Request Deadline		December 14, 2006	CONFIRMED
4. Pre-proposal Conference	10:00 a.m.	December 18, 2006	CONFIRMED
5. Notice of Intent to Propose Deadline		December 20, 2006	CONFIRMED
6. Written Comments Deadline		December 28, 2006	CONFIRMED
7. State Responds to Written Comments		January 5, 2007	CONFIRMED
8. Proposal Deadline	2:00 p.m.	January 12, 2007	CONFIRMED
9. State Completes Technical Proposal Evaluations		January 19, 2007	CONFIRMED
10. State Opens Cost Proposals & Calculates Scores	9:00 a.m.	January 22, 2007	CONFIRMED
11. State Issues Evaluation Notice & Opens RFP Files for Public Inspection	9:00 a.m.	January 23, 2007	CONFIRMED
12. Contract Signing		February 2, 2007	CONFIRMED
13. Contract Signature Deadline		February 9, 2007	CONFIRMED
14. Performance Bond Deadline		February 12, 2007	CONFIRMED
15. Contract Start Date		February 13, 2007	CONFIRMED

B. The following State responses to the questions detailed shall amend or clarify this RFP accordingly.

1. Please provide Bandwidth speeds of current 1504 sites on the incumbent network, as stated on page 17 section 1. Also, the list of sites on the state's website list 1708 sites. Please reconcile the difference between the two locations and provide: 1) address, 2)NPA-NXX and 3) bandwidth
Answer: State provided this information through RFP Amendment 1.
2. Provide Alt 1 bandwidth requirements including site addresses and phone numbers
Answer: State provided this information through RFP Amendment 1.
3. Please provide technical details on caching requirements.

Answer: Caching is not a required component of the ConnectTEN network. The vendor may choose to utilize caching in their network design and is responsible for the technical configuration.

4. Provide Alt 2 bandwidth requirements including site addresses and phone numbers.

Answer: State provided this information through RFP Amendment 1.

5. Provide Alt 3 bandwidth requirements including site addresses and phone numbers.

Answer: Alt 3 sites do not receive internet service via the ConnectTEN provider, therefore there are no bandwidth requirements for Alt 3 sites.

6. Please define exact speeds required per end site as it relates to the evaluation model, Page A.5.A.

Answer: State provided exact speeds per end site through RFP Amendment 1. The evaluation model requires the proposer to provide each end site with their current speed.

7. Who is included as part of the end user community?

Answer: K-12 public schools, state special schools, Department of Children's Services, school administrators, teachers, and students.

8. Please provide call accounting of current help desk. For example how many calls and average length of call does the current Tier 1 center receive per day, month and yearly?

Answer: The number of calls per month for July 1, 2005 through June 30, 2006 are listed below. The numbers vary per month depending on the timeframe during the school year. These are calls received Monday through Friday during School hours.

	Monthly	Daily Average
July 2005	667	33
August 2005	1030	52
September 2005	574	29
October 2005	487	24
November 2005	504	25
December 2005	355	18
January 2006	543	27
February 2006	393	20
March 2006	407	20
April 2006	591	30
May 2006	639	32
June 2006	546	27

9. Please define by service type what service levels are required. For example are the service levels different on email servers?

Answer: Service levels are the same for all service types. All outages, performance issues, etc are to be resolved within the defined resolution time.

10. Please define what throughput and utilization is required.

Answer: Defined in A.5.a.ii.

11. Please provide exact detail on the current email platform. Detailed Specs are required

Answer: Email is a ConnectTEN service, therefore the current e-mail platform is owned by the current service provider. The proposer may choose the e-mail platform.

12. Please confirm that A.1.n is Technical Consultant and A.1.o is Fiscal/Administrative Consultant
Answer: Confirmed
13. Page 32, Please in detail provide example statement of monthly reports and required deliver format.
Answer: Delivery format is hard copy and electronic copy on CD or other media. Monthly reports required are defined in A.5.d., A.5.f.v., A.5.g.v, A.5.h.iv.
14. E.18
Answer: Can not answer question as written.
15. Please provide detail as to how each item in B will be waited.
Answer: RFP Attachment 6.3 Section B is is scored as a whole rather than weighting individual questions. The maximum score possible, taken as a whole, is 25.
16. Please provide detail on Tier 1 NOC required in the Andrew Jackson tower. The BID states this is temporary or this is to be considered permanent.
Answer: This is temporary during the transition period.
17. C18, What is the anticipated
Answer: Incomplete question – can not answer.
18. In regards to pricing evaluation model please provide the following.
- Provide bandwidth required by each of the 1504 sites
 - Provide bandwidth for 250 additional need
 - Provide Bandwidth for each for Alt 1 and 2 location
 - Provide bandwidth for each additional for Alt 1 and 2
 - Provide how many IP addresses need to be filtered
 - Please provide a list of each University and the bandwidth for each University location. Also provide address information for each University who would provide Internet 2 connectivity. What is the required bandwidth required for Internet 2?
- Answer:**
- State provided this information through RFP Amendment 1.
 - Additional 1.544 Mbps
 - State provided this information through RFP Amendment 1.
 - Additional 1.544 Mbps
 - All public IP addresses used on the network
 - Currently connected to Internet2 at University of Tennessee-Knoxville and University of Memphis. Bandwidth at each location is 100 Mbps.
19. The RFP states that a Proposer cannot submit multiple proposals in which, for example, the Proposer acts as a prime contractor in one proposal, while also acting as a subcontractor in a second proposal. We respectfully submit that this requirement should not apply to any Proposer that is required by law or regulation to be a subcontractor for regulated services to other Proposers. Accordingly we respectfully request clarification that this provision would not bar any regulated telecommunications carrier, from responding as a Proposer simply because they are also providing regulated telecommunications services as a subcontractor to other Proposers, pursuant to any legal or regulatory requirement to do so.

Answer: The intent of the above referenced provision was to ensure that proposers did not submit multiple proposals in different forms. Nothing in the RFP should be interpreted to require any proposer to violate any state or federal law or regulation.

20. Non-Conformance penalty Is this penalty for each impacted site? If there were 10 sites that had an unresolved critical problem, would that be a \$25,000 penalty for the first day and \$35,000 (\$25,000+\$10,000) for the second day? P.25, sect a.5.e.

Answer: The penalty is per incident. In an incident causes multiple sites to be down, the penalty is \$2500 for the first day and \$1000 for each additional day per incident.

21. Will vendor be paid for reaching milestones and/or services provided? Does this list how the pricing should be split among the elements? P.34, sect c.3.b

Answer: The Contractor will be paid monthly for services provided for items 2 through 8. Item 1 will be paid upon completion. Items 9 and 10 will be paid monthly as services are requested by the state and upon completion by Contractor.

22. Partial Takeover – Will a vendor be compensated for a service that the state takes over? How will this take place? Will this be calculated using a formula or based on mutually acceptable terms? P.38, sect e.4.

Answer: No. Please refer to pro forma section E.4.

23. Please provide the average end user mailbox storage size p 29, sect A.6.

Answer: The current average end user mailbox storage size currently in use is 10Mb.

24. Please provide the maximum end user mailbox storage size (Quota) p 29, sect A.6.

Answer: The current maximum end user mailbox storage size is 20 Mb.

25. Please provide the maximum size of individual mail message (at Mail Server, mail HUB, and Mail Relay) p29, sect A.6.

Answer: There are currently no size limits on individual mail messages.

26. Cost proposal – Is a flat rate required for a certain bandwidth or can the rate for a particularly bandwidth vary depending on location? P. 62, sect 6.4

Answer: The proposer is to provide a flat rate for a certain bandwidth. The proposer should factor the location variances into their proposed flat rate.

27. Please confirm that, consistent with services delivered under the existing contract, the end site service requires that the vendor will provide at vendor's cost for each end site a routing device capable of providing network services to 200+ computers and supporting current delivered bandwidth?

Answer: Yes.

28. Please confirm that consistent with services delivered under the existing contract, vendor must provide management, on-site maintenance, and replacement or repair consistent with SLA requirements, in the case of failure of any and all end site components (routers)?

Answer: Yes

29. With only a few exceptions, ConnectTEN sites are currently served via commercial-class T-1 service or better. Based on the anticipated growth in use and the critical nature of the advanced web-based applications expected to be delivered over the K-12 network, including significant usage of upstream and downstream access, It is assumed that primarily residential or consumer technologies including DSL and cable/cable modems, are not considered acceptable solutions for this RFP. Please confirm that DSL and/or cable/cable modem services are not acceptable substitutes for T-1 service as the basic service level for providing Bundled Internet Access for end sites?

Answer: Any method of service delivery is acceptable if it can deliver the required bandwidth to the end site.

30. Regarding the project schedule outline: please clarify whether all services at all sites must be installed by July 1, 2007?

Answer: Yes

31. Please clarify state remedies for failure to transition sites by July 1st 2007. Will this include, among other remedies, draws on the chosen provider's security bond?

Answer: The State has the option to draw on the Performance Bond of the winning proposer for failure to complete work associated with the Contract.

32. The contract start date is in February and an IP address plan is required in April. Please confirm that a new vendor will not receive compensation for services other than the IP address plan prior to July 1, 2007?

Answer: The State confirms that the new vendor will not receive compensation for services other than the IP address plan prior to July 1, 2007. Please refer to pro forma Section C.3. Payment Methodology.

33. Can you please provide a complete physical diagram of the current ConnectTenn network?

Answer: The current ConnectTEN network is owned by the current vendor. The State does not have a diagram of the complete physical network.

34. In order to provide the most competitive price to the State, please provide a complete school list. The spreadsheet referenced in RFO has PO boxes and missing phone numbers. Will you please provide the following for each location?

- a. Complete addresses (no PO Boxes)
- b. 10 digit phone number
- c. Current ConnectTEN bandwidth
- d. Bandwidth being requested per this Bid
- e. Current Plan Category

Answer: Addresses are available and have been updated to current at

<http://www.k-12.state.tn.us/sde/>

All other information was provided through RFP Amendment 1.

35. Is the contractor being asked to provide all new terminating equipment for the endpoints or will the existing equipment be used? If so:

- a. Please provide a complete equipment list to include vendor, model, IOS, and hardware configuration'

Answer: All existing equipment is owned by the current ConnectTEN provider and will remain the property of that provider. There is no requirement for reuse of existing equipment.

36. If the State is asking that new equipment be furnished, will the incumbent be required to refresh the network CPE in order to keep this Bid fair?

Answer: This is not a requirement of this RFP.

37. Can you please provide current call statistics for the Tier 1, Tier 2, and Tier 3 NOC's

Answer: See answer to Question 8.

38. Is the State only requesting router based security as part of this Bid? (page 29) refers to Intrusion Detection and other logging typically derived from Firewalls or Intrusion Detection devices.

Answer: No.

39. Can you please provide the current network costs, as they are presumably public record?

Answer: The Maximum Liability of the current contract is \$34,032,999.60. The current contract term is 07/01/02 – 06/30/07.

40. How is Tier 1 tech support currently handle support calls that originate from schools not under contractor management?

Answer: Contractor is not required to handle these support calls.

41. Questions regarding Configuration Management Technical Requirements, 'Directory Services', Page 27:

- a. Is this for all endpoints or just management endpoints?
- b. What Directory services are in place today?
- c. How is the list maintained today? How is a device typically brought onto the network / removed from the network?

Answer: Directory services is not a requirement of this RFP. It was included as a general description under Configuration Management and should not have been.

42. If the State provides a managed T1, for example, and the LEA elects to purchase an additional T1 from the contractor, how are CPE considerations handled? i.e. what if the router being has insufficient capacity to terminate the additional bandwidth?

- a. Is the router replaced?
- b. Who pays for what?

Answer: For any additional bandwidth purchased by the LEA, then vendor would be required to replace any equipment needed to support the additional bandwidth and would pay the cost to replace any such equipment. The vendor would contract with and invoice the LEA for additional bandwidth beyond what the state is providing.

43. Page 33 – A16e discusses server management: Please provide a list of servers where management is being requested listing OS, configuration, and software version.

Answer: All existing equipment is owned by the current ConnectTEN provider and will remain the property of the current provider. The new vendor is responsible for providing and managing any servers, OS, configuration, and software needed to support the ConnectTEN network.

44. Section 4.3.7

The RFP states that a Proposer cannot submit multiple proposals in which, for example, the Proposer acts as a prime contractor in one proposal, while also as a subcontractor in a second proposal. However, as a regulated telecommunications provider, BellSouth is required to provide regulated services to other Proposers who request such services from BellSouth. BellSouth should not be prohibited from responding to the Solicitation as a Proposer merely because it is required by regulation to provide, upon request, regulated services to other Proposers. The prohibition on submission of multiple proposals was intended to prevent collusion in bidding. No such risk will be presented by allowing BellSouth to submit as a Proposer, and to provide regulated services in accordance with legal requirements. BellSouth will assign resources of comparable skills to Proposers requesting regulated services in a nondiscriminatory manner. BellSouth will also establish safeguards to protect the confidential information of each Proposer.

Accordingly, BellSouth respectfully request express approval for any regulated telecommunications entities to respond to the RFP as a Proposer and also to provide regulated services to other Proposers, as BellSouth is required to do by regulation.

Answer: Please refer to answer to Question 19.

45. Section 4.8 - Insurance

Please clarify that Contractor can self-insure against the coverage's required by the State.

Answer: The State would request that a Contractor not self insure.

Contract

46. Section C-1 – Maximum Liability

Please clarify that the State acknowledges and agrees that certain taxes and fees are not currently known and will not be included in the BellSouth Proposal.

Answer: All costs must be included in the RFP Attachment 6.4 Cost Proposal.

47. Section D.3 – Termination for Convenience

Please clarify that Contractor will be permitted to recover any nonrecurring charges that were incurred by the Company to deploy the services that have not been recovered by Contractor.

Answer: Contractor will be paid on the rates specified in pro forma Section C.3 Payment Methodology.

48. E.3 – Subject to Funds Availability

Contractor requests the addition of the following language to clarify E-Rate Funding in the event funding is denied:

BellSouth acknowledges that Customer has applied or intends to apply for funding from the Federal Universal Service Fund ("USF") program to help pay for the Services being ordered by Customer under this Order. Provided that Customer has diligently and in good faith applied for, submitted all required forms and information, and performed all other duties and obligations required of Customer in connection with obtaining initial and continuing funding from the USF with respect to the Services, BellSouth agrees that Customer may terminate the Services and this Order at any time upon at least thirty (30) days' written notice to BellSouth, without payment of any early termination charges that would otherwise be due, if (and only if) Customer does not obtain substitute Services from a competitor within one year of any denial of USF funding and

- (i) approval for such funding to Customer under the USF program is not initially awarded or if such funding is not renewed annually; or
- (ii) the USF becomes depleted or the USF program is changed during the term of this Order such that funding is no longer available to Customer for the Services.

Notwithstanding any failure to obtain USF funding, Customer shall remain fully liable and shall have an obligation to pay, in full, (1) all nonrecurring charges; (2) any costs that may not have been included in the nonrecurring charges which were incurred by the Company to deploy the Services, including any special construction charges, capital costs or other expenses, collectively ("Capital charges"); and (3) any recurring charges for Services rendered prior to termination of the Services as a result of such USF nonfunding. Capital charges may be billed as either nonrecurring charges or as part of the recurring charges and shall become due and payable in full on the later of sixty (60) days after any initial denial of USF funding, or thirty (30) days after billing. Customer's failure to pay in full any of the charges listed in items (1), (2) and (3) above when they are due shall be sufficient cause for denial of all Services and termination of this Agreement. Upon request, Customer shall be obligated to use its best efforts to diligently appeal any initial denial of USF funding; however an appeal shall not relieve the Customer of the obligation to pay all charges as set forth above when they become due.

Customer also warrants and represents that this Agreement is compliant with all applicable USF funding requests and/or funding commitments. Customer shall be liable to Company for all damages to Company of any kind, including reasonable attorneys' fees arising out of the breach of such warranty.

Answer: The State will not request for a change in contract language.

49. Section E.4 – Partial Takeover

Please clarify that in the event of Partial Takeover, Contractor will be permitted to recover any nonrecurring charges that have been incurred the Contractor to deploy the services that have not been recovered by Contractor.

Answer: Contractor will be paid on the rates specified in pro forma Section C.3 Payment Methodology.

50. Section E. 12 – Copyrights and Patents

Please clarify that Contractor shall have no indemnification obligation to the extent the claim or suit arises from Customer modifications or from Customer combinations of Services provided by BellSouth with equipment, software or service provided by Customer to others.

Answer: The State will not request to modify this pro forma language.

51. Bellsouth respectfully requests Limitation of Liability language that limits both parties' liability for special, indirect and consequential damages. BellSouth proposes the following language.

NEITHER CUSTOMER NOR BELL SOUTH OR ANY OF ITS UNDERLYING SERVICE PROVIDERS, INFORMATION PROVIDERS, LICENSORS, EMPLOYEES, OR AGENTS SHALL HAVE ANY LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, ECONOMIC, PUNITIVE, INDIRECT OR SPECIAL DAMAGES SUFFERED BY THE OTHER OR ANY OTHER PARTY, NOR SHALL BELL SOUTH HAVE ANY LIABILITY FOR LOST PROFITS, LOSS OF USE, OR TOLL FRAUD SUFFERED BY CUSTOMER OR ANY OTHER PARTY, AS A RESULT OF THIS AGREEMENT OR EITHER PARTY'S PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, REGARDLESS OF WHETHER OR NOT SUCH PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. CUSTOMER EXPRESSLY ACKNOWLEDGES THAT THE PROVISIONS OF THIS SECTION SHALL ALSO APPLY TO ALL CONTENT OR OTHER SERVICES AVAILABLE THROUGH THE SERVICE. CUSTOMER AGREES THAT CUSTOMER WILL NOT IN ANY WAY HOLD BELL SOUTH RESPONSIBLE FOR ANY SELECTION OR RETENTION OF, OR THE ACTS OR OMISSIONS OF, THIRD PARTIES IN CONNECTION WITH THE SERVICE.

Answer: The State does not plan to request to include a Limitation of Liability clause in this contract.

52. In regard to Attachment 6.1 – Pro Forma Contract and the site list provided Dec 20, 2006.

Section A.1 g1) states that there are 1504 Standard Plan Sites. The site list shows 1547 Standard Plan sites. Please clarify.

Answer: The correct number is 1547. Shelby County was just recently added as a Standard Plan Site with 43 end sites.

Section A.1 g 2) states that Maryville, Rutherford and Memphis are Alternate 1 Plan Counties. The site list shows these counties being Alternative 1 Plan Sites but also shows individual connections to all schools. The site list shows Franklin SSD as Alternate Plan 1 Sites but also shows individual connections to all schools. Individual site connections are consistent with separate USAC 471 filings from both the State and the Counties. Aggregate connections are consistent with USAC e-rate filings from the Counties. Please clarify.

Answer: For bandwidth at the Alternate 1 sites, refer to the site identified as the LEA/ECR site for each.

Section A.1 g 3) states that Clay, Fentress, Jackson, Overton and Pickett are Alternative Plan 2 Counties. The site list shows these counties as Alternative 1. Individual site connections are consistent with separate USAC 471 filings from both the State and the Counties. Aggregate connections are consistent with USAC e-rate filings from the Counties. Please clarify.

Answer: These should have been listed as Alternate 2. The difference between Alternate 1 and Alternate 2 is that Alternate 2 sites are all interconnected via fiber.

Section A.1 g 4) states that Bedford, Dickson, Humboldt City, Madison, Montgomery and Shelby are Alternative Plan 3 Counties. The site list shows Shelby County as Standard Plan Sites. Please clarify. The site list shows the other four Counties and Humboldt City as Alternative Plan 3 Sites but also shows individual connections to all schools. Individual site connections are consistent with separate USAC 471 filings from both the State and the Counties. Aggregate connections are consistent with USAC e-rate filings from the Counties. Please clarify.

Answer: Shelby County was just recently added as a Standard Plan site and is no longer an Alternate 3 Plan.

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53. Cost Proposal – Please provide the address location of each school and NPA/NSS. Please provide the exact bandwidth required in the pricing sheets for bundled Internet, additional bandwidth sites and Internet 2 connection.

Answer: The address of each school may be obtained at <http://www.k-12.state.tn.us/sde>.

The request for NPA/NSS can not be answered as written.

The bandwidth for bundled Internet Access is provided in Amendment 1. Additional bandwidth is to be provided in 1.544 Mbps increments.

The Internet 2 connection is 100 Mbps.

54. Consulting – Please provide detail on the level of consulting required for both technical and fiscal/administrative.

Answer: Consulting will be on an as needed basis by the State.

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55. What type of application and servers are used for e-mail. Are they integrated statewide?

Answer: The email application and servers are owned by the current vendor. The state does not have the details.

Page 62

56. Cost proposal – Is a flat rate required for a certain bandwidth or can the rate for a particularly bandwidth vary depending on location?

Answer: A flat rate for a certain bandwidth is required. The vendor should factor in the variances in location into the flat rate proposed.

57. Concerning A.5.a (Page 20) The end sites that receive more than 1.544Mbps now, is the bandwidth above 1.544 Mbps to be priced in Cost Item Description 2 & 4 on attachment 6.4 (pages 62 & 63) or in Cost Item Described 3 & 5 on attachment 6.4 (pages 62 & 63)?

Answer: End sites currently receiving bandwidth above 1.544 Mbps are to be priced in Cost Item Descriptions 2 & 4.

The following seven questions refer to Attachment 6.4 starting on page 61:

58. Cost Item Description 2 & 4: Are all end sites to be priced individually and listed or are the sites to be priced as a flat rate (i.e. 100 meg end site price is the same price in Nashville as it is in Kinsport)?
- Answer:** The end sites are to be priced as a flat rate.
59. Cost Item Description 2 & 4: What bandwidth options for these two boxes are to be quoted?
- Answer:** Bandwidth for end sites were provided in Amendment 1.
60. Cost Item Description 2: Is the price here only supposed to be T1 level pricing or the full array of internet speeds starting with 1.544 Mb/s going up to 1000 Mb/s?
- Answer:** The pricing is to be a flat rate for end sites at their currently provided bandwidth. Bandwidth for end sites were provided in Amendment 1.
61. Cost Item Description 3: What is meant by "Additional Bandwidth"? Does this "additional bandwidth" include bundled internet access? If not, what is it to be used for?
- Answer:** Each additional 1.544Mbps is "additional bandwidth" only to end sites already receiving bundled internet access.
62. Cost Item Description 4: Is the pricing here only supposed to be T1 level pricing or the full array of internet speeds starting with 1.544Mb/s going up to 1000Mb/s?
- Answer:** The pricing is to be a flat rate for end sites at their currently provided bandwidth. Bandwidth for end sites were provided in Amendment 1.
63. Cost Item Description 5: What is meant by "Additional Bandwidth"? Does this additional bandwidth" include bundled internet access? If not, what is to be used for?
- Answer:** Each additional 1.544Mbps is "additional bandwidth" only to end sites already receiving bundled internet access.
64. Cost Item Description 8: What speeds would you like quoted in this section for Internet2 Connection to University?
- Answer:** Current connections are 100 Mbps. Please quote 100 Mbps.
65. Concerning A.6 (Page 29): What is the requirement for email box size?
- Answer:** Please refer to answer to question 24.
66. Concerning A6 (page 29): Are virus and spam filtering to be included with the email service?
- Answer:** Yes.
67. Concerning section A.12 (page 32): What speeds to you see the K-12 schools connecting to Internet 2?
- Answer:** The bandwidth available to the individual schools should be available for Internet and Internet 2 traffic.
68. Concerning section A.5.a.ii.,d) (page 21): When the End Site average bandwidth utilization exceeds 75%, who pays for the remedial action that is required, assuming that a bandwidth upgrade is call for?
- Answer:** The state and the vendor will determine the cause of the exceeded utilization. Depending on the cause, the state and the vendor will agree on who is to pay, (i.e. utilization exceeded because state provided applications were being used, then the state will pay; utilization exceeded and no apparent cause, the vendor will pay.)
69. Section A.15.a (Page 32) calls for a temporary Tier 1 help desk to be location at Andrew Johnson Tower for 2/22/2007 until 6/30/2007. Does question C.12 on page 65 only refer to this temporary NOC (helpdesk) or is the Provider expected to have a Tier 1 help desk at Andrew Johnson Tower for the duration of the contract?

Answer: Location at the Andrew Johnson Tower is temporary during the transition period of 2/22/2007 through 6/30/2007.

70. Concerning A.5: What is the requirements for report delivery (Electronic, hardcopy, raw data) and what is the report retention requirements (if any)?

Answer: Reports are to be delivered in both hard copy and electronic copy on CD or other media. The state will retain reports for the duration of the contract.

71. Concerning A.5.C (Page 22): Does temporarily shutting down a link to an end site in response to a security breach constitute a service outage?

Answer: Yes

72. Concerning A.5.C (Page 22): If a regional network outage happens and 10 schools go down (examples: Router failure or fiber cut), is that counted as 1 incident or 10 incidents.

Answer: This would be considered one (1) incident.

73. Concerning A.5: Will the network be required to support GLOP addressing for multicast as defined in RFC3180?

Answer: At this time no, but the Contractor should be prepared to offer this in the future.

74. Is the amount of bandwidth for Internet access that the state funds LEA's for (After E-rate discount), the amount listed on the schools list starting on page 1?

Answer: Yes

75. What other options to obtain Internet do the schools have besides using this contract going forward? It is mandatory that all public LEA's use this contract?

Answer: Each LEA may choose their Internet Service Provider. Use of the state contract is not mandatory.

76. [Reference RFP1.1] Please provide a detailed description of the requirement for "migration of K-12 onto the TNII-2 network."

Answer: The current plan is for TNII-2 to begin installation of required equipment in the spring of 2009 for a service start date of July 1, 2009. After June 30, 2009, the ConnectTEN network would no longer be used.

77. [Reference RFP 1.1] Will TNII-2 acquire the "bandwidth, network hardware, and software services" assets that the ConnectTEN contractor will have in place under the ConnectTEN contract?

Answer: No.

78. [Reference RFP 1.1] Will the ConnectTEN services continue to be provided by the ConnectTEN contractor under TNII-2?

Answer: ConnectTEN services under the TNII-2 contract will be provided by the winning vendor on the TNII-2 RFP to be released in the near future.

79. [Reference RFP 1.1] Please explain any arrangements that the Department of Education has in place for participating as a SEGP for Internet2.

Answer: The State has no arrangements in place.

80. [Reference Pro Forma Contract A.12] Is the successful bidder responsible for paying all associated connection fees and transport fees for the Internet2 connections?

Answer: Yes.

81. [Reference Pro Forma Contract A.12] In order to enable proposal pricing, please provide the locations to which to establish Internet2 connections?

Answer: University of Tennessee—Knoxville and University of Memphis.

82. [Reference Pro Forma Contract A.5.a] Please provide the list of end site connections with specified amounts of bandwidth that should be provided to enable proposal pricing.

Answer: The State provided this information through RFP Amendment 1.

83. [Reference Pro Forma Contract A.15.b] What provision is made for transfer from the existing contractor to a potential new successful bidder of the existing, in-place hardware and connectivity (i.e., T1s) services for Standard Plan, Alternate 1, and Alternate 2 sites; as it would likely not be possible for a new contractor to install hardware and connectivity services in the allowed short transition period?

Answer: No provision has been made.

84. [Reference Pro Forma Contract A.15.b] Please specify the total amount of Internet bandwidth required and the number of Internet access points desired.

Answer: The bandwidth for each end site was provided in Amendment 1. The number of Internet access points are to be determined by the vendor.

85. [Reference Pro Forma Contract A.15.b] How much Internet bandwidth is currently being provided and how many Internet access points are utilized?

Answer: The bandwidth for each end site was provided in Amendment 1. The current number of access points is 20.

86. Page 17, section g. 1, 2,3, 4

What are the internet bandwidth requirements for Standard Plan sites, Alternate 1 Plan sites, Alternate 2 Plan sites, and Alternate 3 Plan sites?

Answer: The State provided this information in RFP Amendment 1.

87. Page 17, section g. 1, 2, 3, 5

Is CPE required at all standard end sites?

Answer: This contract requires that whatever routing device is required on the premises is provided by the vendor with maintenance and repair included.

88. Page 6, section 2

What is the state's preferred activation date for service to begin?

Answer: July 1, 2007.

89. Page 34, section C

Will the contractor invoice each end site for services rendered or invoice the state?

Answer: The vendor will invoice the state.

90. Page 24 and 25, section e

If an individual school is down for 8 hours is that considered a critical outage? If yes, what is the penalty amount?

Answer: An individual school being down is classified as a minor incident with 15 hours to resolve. If the incident is not resolved, it will then escalate to a major incident with 10 hours to resolve. If the incident is still not resolved, it will then escalate to a critical incident with 6 hours to resolve. If not resolved within 6 hours, the \$2,500 penalty would apply with an additional \$1,000 per day that it remains unresolved.

91. Page 21, section b

Can the state provide a history of how many calls are received each month by the Tier1 help desk?

Answer: Refer to the answer to question 8.

92. Page 2, 1.1-3
Will the state have any requirements for reuse of existing CPE i.e. routers, switches, UPSs, servers, firewalls etc?
Answer: All existing equipment is owned by the current ConnecTEN provider and will remain the property of that provider. There is no requirement for reuse of existing equipment.
93. Page 2, 1.1-5
Will the state provide existing IP addresses by location?
Answer: The state will provide this information to the winning proposer.
94. Page 20, A.5.a bullet 1
Can the state define the existing bandwidth by location today and or to identify those sites whose bandwidth requirements currently exceed T-1 (1.544)?
Answer: The existing bandwidth requirements were provided in Amendment 1.
95. Page 54, C.12 and page 19, A.4.a
Can the Tier 1 NOC Help Desk be located in a different City and/or State other than Nashville, TN?
Answer: Yes. The Tier 1 NOC Help Desk may be located any where within the United States.
96. Page 6, section 2
Due to the short time frame of the state responding to the written comments and since the design and cost model is dependent on this information, Qwest must request a two week extension. We request that a proposal deadline to be changed to January 26, 2007.
Answer: The State is not planning to request a modification to the RFP timeline.
97. Is there anything the state of Tennessee Department of Education is prepared to provide to the non-incumbent bidders regarding install timeline?
Answer: The Contract states a date of July 1, 2007 for the transition of all services to the new contract.
98. Since the state is depending on SLD funding, what is the state's plan for install for the non-incumbent bidders?
Answer: Refer to pro forma section C.3. Payment Methodology.
99. What is the preferred billing method? One consolidated bill to the state or an individual bill to each school?
Answer: The vendor is to invoice the state in one consolidated bill no more than once per month.
100. What is the State's Primary Drivers in the decision process?
Answer: Please refer to RFP section 5. PROPOSAL EVALUATION & CONTRACT AWARD
101. What is the current monthly recurring charge for 1.5 mbps internet access from the incumbent?
Answer: There is no breakdown of monthly recurring charges for 1.5 Mbps. The current charges are a fixed monthly price for delivery of bundled internet service for up to 1900 end sites.
102. Page 21, A.5.b
As a reference point for staffing the Tier 1 NOCH Help Desk, please provide data specifying the number of calls handled per year at the Tier 1 Help Desk.
Answer: Answer provided in question 91 above.
103. Page 21, A.5.b

Please provide a category breakdown and count for the types of calls handled by the Tier 1 NOCH Help Desk, e.g. e-mail, filtering, access availability, security, performance, etc.

Answer: A breakdown of calls by category, Minor, Major, and Critical are provided below for July 1, 2005 through June 30, 2006. The current definition of Minor, Major, and Critical are the same as defined in RFP section A.5.c. This is the only category breakdown available.

	Total Calls	Minor	Major	Critical
July 2005	667	491	75	101
August 2005	1030	784	105	141
September 2005	574	426	62	86
October 2005	487	360	53	74
November 2005	504	394	47	63
December 2005	355	253	28	74
January 2006	543	440	51	52
February 2006	393	393	46	32
March 2006	407	362	25	20
April 2006	591	465	68	58
May 2006	639	521	54	64
June 2006	546	409	66	71

104. Page A.5.b

Please provide a description of the types of questions/calls handled by the Technology Coordinators without use of the Tier 1 NOC Help Desk.

Answer: The State does not have access to this information.

105. Page 29, A.9

What reports, if any, are expected regarding the content filtering system?

Answer: No reports are expected on a regular basis. The state may periodically request a list of sites being filtered by filter category.

106. Page 25, A.5.f

Is out of band access to the end site routers expected or required?

Answer: It is required

107. Page A.5.h.iii

As related to the periodic internal security audits and penetration analysis, how many IP addresses would be included in each test? Are the IP addresses reachable from the internet?

Answer: The audit will be limited to all network infrastructure and equipment managed by the proposer. If the addresses are public then the answer is yes, if the addresses are private then the answer is no.

108. Page 28, A.5.h.iii

Would the internal security audits need to include only technical assets, or should it also include non-technical areas such as security policy and physical security?

Answer: Physical security is not part of the internal security audit.

109. Do you want the awarded service provider to install services to all locations by the July 1s, 2007 date to avoid SLA penalties even if all locations have not received approval for E-Rate funding through a "Funding Commitment Decision Letter" (FCDL) from?

Answer: Service to all locations should be installed by July 1, 2007. The form 471 filed by the state will include all locations, so all locations will be covered under a single FCDL.

110. Assuming that all locations are approved for E-Rate funding, is there a transition schedule that needs to be followed? What triggers the installation? The July 1, 2007 date or the approved FCDL from the SLD?

Answer: Installation should be complete by July 1, 2007. The state has never received a FCDL prior to July 1 of a funding year. Therefore, the vendor should anticipate that the FCDL will not be issued by July 1, 2007.

111. Page 62, item 3

Additional Bandwidth for Standard Plan end sites. Unit is per month/per end site. What is the additional bandwidth? 1.5 mbps? Or 3.0 mbps? Please specify the bandwidth required.

Answer: The addition bandwidth should be provided in 1.544 Mbps increments.

112. RFP, section 4.3.6

Given existing contracts with the State of TN, may a proposer submit a response as Co-Prime and a response as Prime?

Answer: No. Refer to RFP section 4.3.7.

113. RFP, section 4.3.6

Due to a Local Exchange Carrier having a monopoly in some areas, may a LEC submit a response as Prime and be subcontractor on a different response?

Answer: Yes. Refer to answer to question 19.

114. RFP, section A.5.b

Will the state outline the specific technical support and interfacing activities the ConnectTEN will provide in support of the Tier 2 and Tier 3 staff from the contractor?

Answer: The vendor will provide all technical staffing for Tier 2 and Tier 3.

115. RFP, section A.5.iv

In the case of a monopoly Local Exchange Carrier lacking telecommunications facilities to a given end site, how can a winning contractor adhere to the preferred installation window of 30 – 45 days?

Answer: The State does not plan on requesting to modify the current timeline.

116. RFP, section A.6

Will the state describe in detail the existing email platform and the components to be retained by ConnectTEN?

Answer: The existing email platform is owned and managed by the current vendor. None of the existing email platform will be retained.

117. RFP, section A.8.a

How many authorized groups will be identified as needing the override capability?
Are individual passcodes and PINs required?

Answer: The Contractor should allow for up to five (5) authorized groups. Individual passcodes and PINS are required.

118. RFP, section A.10

Does the state intend for an end site school to be installed without a funding approval authorization?

Answer: Service to all locations should be installed by July 1, 2007. The form 471 filed by the state will include all locations, so all locations will be covered under a single FCDL. The state has never received a FCDL prior to July 1 of a funding year. Therefore, the vendor should anticipate that the FCDL will not be issued by July 1, 2007.

119.RFP, section A.12

What is the total bandwidth requirement for I2 connectivity? How will this bandwidth be distributed to each LEA?

Answer: The current connectivity is 100 Mbps at each university. The vendor will be responsible for working with the state to determine how best to distribute this bandwidth to each LEA.

120.RFP, section A.15

In the event of a monopoly LEC not having telecommunications facilities to a specific LEA, how will the state remedy the potential SLA violation for the contractor being unable to migrate a LEA during the migration window?

Answer: Refer to answer to Question 31.

121.RFP, section Cost Proposal Evaluation #3

Additional bandwidth should be quoted in what increment per site per month?

Answer: Additional bandwidth should be quoted in 1.544 Mbps increments.

122.RFP section Cost Proposal Evaluation #8

I2 bandwidth should be quoted in what bandwidth increment per site per month?

Answer: Internet2 bandwidth should be quoted in 100 Mbps increments.

123.What are the locations of the potential universities to be connected to I2? How many potential universities?

Answer: University of Tennessee – Knoxville and University of Memphis.

124.RFP section Cost Proposal Evaluation

Will the State of Tennessee provide the existing rates for the current contract per the public records sunshine laws?

Answer: Any one may request a copy of the current contract. The rates in the current contract are a single monthly rate for providing bundled internet access for up to 1900 end sites.

125.RFP section 4.3.6

May existing contract providers for the State of TN submit a consortium response to this RFP?

Answer: Refer to RFP Section 4.3.7.

126.Section A.5

Please provide a detailed traffic model on the existing network. This should include current number of aggregation point, number of end sites homed to the aggregation points and traffic statistics from each aggregation point.

Answer: The existing network is owned by the current service provider. The state does not have the requested detailed traffic model.

127.Section A.5

Please provide current utilization for all End-sites. This will allow us to plan to increase bandwidth for the schools approaching the 75% unitization bench-mark.

Answer: The state will provide this information to the vendor the contract is awarded to

128.Section A.6

What is the current platform providing email services to the Connect TEN/TEN-Nash end users?

Answer: The existing email platform is owned and managed by the current vendor. None of the existing email platform will be retained.

129. Section A.6

Is the State looking to replace the current TEN-Nash system or have the vendor take over management of the current platform?

Answer: The existing email platform is owned and managed by the current vendor. None of the existing email platform will be retained.

130. Section A.6

What is the current and expected capacity for email storage and backup for the TEN-Nash system?

Answer: The current email system capacity is 687 GB with 32,653 active email accounts. The vendor should anticipate and plan for growth every year. The current system retains backups for operational and functional support only. The vendor must be prepared to comply with any federal and state legislation relative to email retention.

131. Section A.6

What storage capacity is expected for each user?

Answer: 20 Mb.

132. Please provide the type of email system that each individual school is using today.

Answer: Majority of the schools use the Ten-Nash email system provided by the current vendor. A few schools have their own email system for which they are responsible for support.

133. What is the order mechanism for each LEA? For example, will there be a PO or contract executed between LEA and Contractor? Will the order provide that the LEA agrees to be financially responsible for all orders placed regardless of the e-Rate Funding status? Or will FCDL always be in place prior to an order?

Answer: The awarded contract will be between the state and the vendor. The fully executed contract authorizes the vendor to begin installation of service to all LEAs. The state is financially responsible for the non-discounted portion of the base level service delivered under this contract as stated in C.3.a of the Pro Forma Contract.

LEAs may order additional services above the base service provide for which the vendor and LEA will enter into their own contract and the LEA is financially responsible.

134. If RFP award is made to a non incumbent provider, there will be a need to provision and install new service connections at each end site. If the best case commercially feasible installation timeframe from time of LEA order to start of service extends beyond July 1, 2007, is there a mechanism for LEA to purchase services from incumbent until the start of service from new provider. May e-rate funding be applied to an incumbent for a transition period and then applied to new provider after acceptance of the new service?

Answer: The LEAs could enter into a contract with the Contractor of choice. E-Rate funding may not be applied to the current provider after the contract end date of June 30, 2007.

135. Section A.12

Is Internet2 access provided to the current ConnecTEN network?

Answer: Yes.

136. Section A.12

What capacity is expected to be needed to meet the ConnecTEN requirements?

Answer: The current bandwidth at each connection is 100 Mbps.

137. Is a fully managed web mail based email service sufficient for the email needs of State? Is there a requirement for any particular email platform type to be deployed?

Answer: As stated in A.6 the email system must support Webmail, Internet Message Access Protocol (IMAP) and POP. There is no requirement for a particular email platform to be deployed.

138. Will there be a requirement to migrate existing mail to the new email system? Is there an estimate of how much storage is in use for email that may need to be migrated?

Answer: There is no requirement to migrate existing email to the new email system.

C. Delete RFP *pro forma* Section A.5.g. in its entirety and insert the following in its place:

A.5.g. Configuration Management Technical Requirements. The Contractor will provide Configuration Management which is the process within Network Operations responsible for maintaining a database of technical information on all network components. This information enables NOC technicians to provide timely troubleshooting functions as well as maintaining up-to-date and accurate element management for components within the network. The Configuration Management process is responsible for maintaining a current on-line, inventory database of information on all network components. Configuration Management is based on the thorough, complete, and accurate collection, processing, and application of detailed information in a wide variety of categories.

Elements

- Inventory Management - The process of tracking and maintaining all network related hardware and software components
- Network Topology Service - The process of maintaining a current baseline of the network topology
- Change Management - The process of tracking all network changes to ensure consistency including updating network documentation
- Order Processing and Provisioning - The process of ordering and managing the delivery of all new network related inventory
- Reporting - The process of reporting all important network changes (i.e. changes that deviate from the standard network configuration, or that affect network performance, such as a change that would increase network utilization)

As part of the ConnectTEN Service Provider's network management service offering, a reliable and comprehensive Configuration Management service must be provided. Using a combination of network management systems, tools, information, and policies, the ConnectTEN Service Provider must be dedicated towards providing a thorough Configuration Management service. There needs to be a ConnectTEN Service Provider commitment to implement and adhere to a strict documentation process.

- i. The Configuration Management service offering shall include two distinct categories:
 - a) Reactive Configuration Management – shall pertain to immediate problem resolutions in the event that a fault or problem is identified pertaining to an End Site's connection and the only corrective measure to be taken involves configuration or reconfiguration of a network component
 - b) Proactive Configuration Management – shall pertain to planning for a change or an upgrade based on historical data or new functional requirements for an existing End Site. Upgrades to network and system hardware or software elements will be categorized under Proactive Configuration Management
- ii. The Configuration Management service offering must include on-going change management as part of its function and be supplemented with an automated configuration documentation. There should be standard operating procedures for performing End Site network hardware and software maintenance, fault management, performance management, and change management. These procedures must be supported by audit trails of triggered events that are part of the life cycle of a change from submission through implementation. This means that if additional configuration, security, and accounting

modifications are triggered as a result of the change, those specific modifications must have the ability to be readily traceable to the change that caused them.

- iii. The Configuration Management service offering must incorporate hardware and software installation, network acceptance testing, and physical and logical documentation.
- iv. The process for ordering, installing, and conducting verification testing for any new or upgraded End Site ConnectTEN connection within the specified Configuration Management procedures must not exceed 45 calendar days but preferably 30 calendar days.
- v. The Configuration Management service offering must include, at a minimum, the following list of monthly network management reports to be delivered in electronic and hard copy format by the 15th of each month, and reviewed with State. These reports will consist of the prior months data:
 - a) ConnectTEN Configuration Change Summary Report
 - b) End Site Reactive Configuration Change Summary
 - c) End Site Proactive Configuration Change Summary (e.g., configuration changes that are pre-scheduled for the following month)
 - d) Updates or Changes to Configuration Documentation

D. Delete RFP *pro forma* Section C.3.b. in its entirety and insert the following in its place:

C.3.b. Service Provider Invoice Form (SPIF) – FCC Form 474.

The Contractor will work with the State to establish when discounts will appear on bills. In the event that the Contractor receives the Form 486 Notification Letter prior to the start of the funding year, the Contractor must submit FCC Form 474 to the SLD to seek reimbursement from SLD for eligible discounts the service provider provides to the State.

The Contractor shall be compensated for the services based upon the following Service Rates:


<u>SERVICE UNIT/MILESTONE</u>	<u>AMOUNT</u>
1. IP Network Layer Addressing Plans (A.9.c.-d.) – due on or before April 30, 2007***	\$(NUMBER AMOUNT)
2. Bundled Internet Access for Standard Plan end sites (A.1.f., A.1.g.1)	\$(NUMBER AMOUNT)/per month/per end site
3. Additional Bandwidth for Standard Plan end sites	\$(NUMBER AMOUNT)/per month/per end site/per 1.544 Mbps
4. Bundled Internet Access for Alternate 1 and 2 Plan end sites (A.1.f., A.1.g.2. – A.1.g.3.)	\$(NUMBER AMOUNT)/per month/per end site
5. Additional Bandwidth for Alternate 1 and 2 Plan end sites	\$(NUMBER AMOUNT)/per month/per end site/per 1.544 Mbps
6. Email and support services for Alternate 3 Plan end sites (A.1.g.4.)	\$(NUMBER AMOUNT)/per month/per end site
7. Filtering encompassing all end sites (A.1.h.)***	\$(NUMBER AMOUNT)/per month
8. Internet2 Connection to University (A.1.i.)	\$(NUMBER AMOUNT)/per month/per University/per 100 Mbps
9. Technical Consulting Services (A.1.n.)***	\$(NUMBER AMOUNT)/per hour
10. Fiscal/Administrative Consulting Services (A.1.o.)***	\$(NUMBER AMOUNT)/per hour

*** - Items not subject to E-Rate funding

The Contractor shall submit monthly invoices, in form and substance acceptable to the State with all of the necessary supporting documentation, prior to any payment. Such invoices shall be submitted for completed units of service or project milestones for the amount stipulated.

E. Delete RFP Attachment 6.4. in its entirety and insert the following in its place:

Attachment 6.4				
COST PROPOSAL & SCORING GUIDE				
NOTICE TO PROPOSER: This Cost Proposal MUST be completed EXACTLY as required.				
PROPOSER NAME:				
SIGNATURE & DATE:				
<p><i>NOTE: The signatory must be an individual or a company officer empowered to contractually bind the Proposer. If the Signatory is not the Proposer company president, this Statement of Certifications and Assurances SHALL attach evidence showing the Signatory's authority to bind the Proposer.</i></p>				
COST PROPOSAL SCHEDULE				
<p>The proposed cost, detailed below, shall indicate the proposed price for providing the entire scope of service including all services as defined in the RFP Attachment 6.1, <i>Pro Forma Contract Scope of Services</i> for the total contract period. The proposed cost and the submitted technical proposal associated with this cost shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any resulting contract between the Proposer and the State. All monetary amounts are United States currency.</p>				
<p>The following proposed costs should represent 100% of the cost of service. Of this, the State will pay the portion that remains after the application of the approved E-rate funding percentage.</p>				
<p>FCC E-Rate funds availability and the number of eligible services could be subject to variation for any given year. If, during the period of the contract, the actual percentage of E-Rate funding or the number of eligible services changes, then the appropriate costs will be extrapolated by the State in conjunction with the Contractor to correspond with the actual level of E-Rate funding.</p>				
<p>For E-rate eligible services, then State will pay <u>only</u> the non-discounted portion of the services. If, by some fault of the Contractor, the State does not qualify for E-Rate funds, or fails to qualify for the entire amount of the approved discounted rate, the unfunded FCC portion of the payment rates will be the responsibility of the Contractor.</p>				
<p>*** - Item not subject to E-Rate funding rates.</p>				
Cost Item Description	Unit	Proposed Cost	State Use	
			Weight	Weighted Cost
1. IP Network Layer Addressing Plans (A.9.c.d.) – Due on or before April 30, 2007 ***	1		1	
2. Bundled Internet Access for Standard Plan end sites (A.1.f., A.1.g.1)	Per month/ per end site		1504	
3. Additional Bandwidth for Standard Plan end sites	Per month/ per end site/per 1.544Mbps		250	

Cost Item Description	Unit	Proposed Cost	State Use	
			Weight	Weighted Cost
4. Bundled Internet Access for Alternate 1 and 2 Plan end sites (A.1.f., A.1.g.2. – A.1.g.3.))	Per month/ per end site		15	
5. Additional Bandwidth for Alternate 1 and 2 Plan end sites	Per month/ per end site/per 1.544Mbps		15	
6. Email and support services for Alternate 3 Plan end sites (A.1.g.4.)	Per month/ per end site		6	
7. Filtering encompassing all end sites (A.1.h.)***	Per month		1	
8. Internet2 Connection to University (A.1.i)	Per month/ per University/ per 100 Mbps		2	
9. Technical Consulting Services (A.1.n.)***	Per hour		1	
10. Fiscal/Administrative Consulting (A.1.o.)***	Per hour		1	
<i>The RFP Coordinator shall use the evaluation cost amount derived from the proposed cost amounts above and the following formula to calculate the COST PROPOSAL SCORE. Calculations shall result in numbers rounded to two decimal places.</i>				
Evaluation Cost Amount: <i>(sum of all weighted cost amounts above)</i>				
	Lowest Evaluation Cost Amount from <u>all</u> Proposals	X 40 <i>(maximum section score)</i>	= SCORE:	
	Evaluation Cost Amount being evaluated			